Supporting Carers in Primary Care Learning Event – Evaluation

The Supporting Carers in Primary Care Learning Event took place on November 5th 2014 and brought together 107 professionals working across the primary care sector, including 59 Carers Trust Network Partner staff – all of whom seek to identify and support carers.

On the day delegates had the opportunity to listen to a number of expert speakers as well as participate in their preferred workshops. 29 of those who attended completed and returned the evaluation questionnaire of which a large majority said that they had left the event better informed and enthused by what they had learnt.

100% of delegates felt the day was ‘Good’, ‘Very Good’ or ‘Excellent’ with 92% of respondents rating the event ‘Excellent’ or ‘Very Good’. Many commented that the event was “well organised”, “very informative” and praised the range of speakers and workshop facilitators.

“A superbly organised and very informative event”
“A great day with an excellent array of speakers and workshops”
“Thoroughly enjoyed the event – it was well organised and supported. It was pitched perfectly with a good balance [of] expert speakers from relevant partners together with the opportunity to hear about specific projects with good practice to be shared with others”
“…From the venue to the content of the learning event, I felt that the day was really worthwhile. It was great to hear how other projects were getting along, sharing ideas and making new contacts”

How would you rate your overall experience at this event?

- Excellent: 48%
- Very Good: 44%
- Good: 8%
- Poor: 0%
- Very Poor: 0%

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There was little in the way of criticism other than the suggestion of more time for networking: “I think for the future if the event like this is organised we need more time to network and discuss our work in detail” and some confusion over the location of workshops: “I found the moving around for workshops a little confusing, it would have been [better] to publish the room numbers on arrival”.

100% of respondents felt the event was useful to their role, with all stating “Strongly Agree” (56%) or “Agree” (44%) in response to the question “To what extent do you agree that the day was useful to you in your role?” Comments were almost entirely positive including:

“…The plenary sessions were particularly useful in setting the context and joining up some of the knowledge I already had - with some very useful statistics, practical guidance and information on new projects such as the Community Pharmacy programme”.

“As workers we tend to get on and do the job, this event gave us time to reflect and develop new strategies of work and to find out what’s coming on stream to support our work with primary care services.”

“Undertaking training on behalf of our organisation, to Health professionals it was useful to get some more ideas about what I could do and what connections I could help facilitate”

“The different presentations identified areas of good practice which we could look at to implement locally.”
The Booking Process

Delegates were asked their experience of the booking process, the venue and the presentations.

The online booking system, Eventbrite, was used in order for individuals to register for the event. Respondents were largely impressed with the process, commenting that it was “Extremely easy and quick” however, there were some reservations about choosing this method.

“There was a time out countdown which could have been a bit longer, I think I had to go on the site twice due to this!”
“Didn’t see the point of this as it was difficult to access and ultimately had very little information on the actual event e.g. start time, schedule etc.”

Delegates were also generally pleased with the workshop selection process with 97% of respondents expressing this process was ‘Good’ (21%), ‘Very Good’ (31%) or ‘Excellent’ (45%).

It was said to be “extremely easy and quick and well managed at the venue” however it was suggested it may have been better to do this online as “…sending attachments is a bit annoying as you have to save them on your computer somewhere!”
The Venue

The venue was again rated highly when questioned on the quality of the catering, the main room and the meetings rooms that were used, as well as the bedrooms where appropriate.

The catering was rated ‘Good’, ‘Very Good’ or ‘Excellent’ by 96% of respondents – only one person (3%) rating the food as ‘Poor’.

It was thought that there was a “good selection” and that the catering was a “Good choice” however the lack of tea and coffee making facilities in the meeting room breakout areas was criticised by one and it was suggested by another that “Labelling the food and gluten free options would have been better”.

Please rate your experience of the workshop selection process

- Excellent: 45%
- Very Good: 31%
- Good: 21%
- Poor: 3%
- Very Poor: 0%
The main room was seen as ‘Good’, ‘Very good’ or ‘Excellent’ by 100% of evaluators. There were a number of comments that suggested it was the pillars in the room that meant it was not rated more highly, a few also mentioned that they thought the room was very cold.

“Pillars obscured view slightly”
“It’s just those awkward pillars – some just cannot see the speaker”
“Strange layout! Very cold.”

The majority of respondents rated the meetings rooms as ‘Very Good’ (52%) with 100% stating they were ‘Good’, ‘Very good’ or ‘Excellent’. Comments were varied,
some felt the rooms were “A bit crowded, but ok”, “Rather squashed” and “Somewhat small” whilst others suggested the rooms were a “Nice size” and “Well set up with water, pens, paper etc.” This variation is likely down to the fact that each would have had a different experience depending on which workshops they chose to attend.

Of the individuals that stayed in the rooms that were offered at the hotel 67% rated them ‘Excellent’, this was 4 out of 6 individuals who responded to this question. The location of the hotel and its proximity to the station was praised.
The Plenary Presentations

Delegates were asked to rate the morning and afternoon plenary sessions on how useful they were to them on a scale of, ‘Really Useful’, ‘Useful’, ‘Fairly Useful’ and ‘Not at all useful’.

Of all the plenary presentations 90% felt they were either ‘Useful’ or ‘Really Useful’.

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<th>Total</th>
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<tr>
<td>Really useful</td>
<td>88</td>
<td>44%</td>
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<td>Useful</td>
<td>92</td>
<td>46%</td>
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<td>Fairly useful</td>
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Rick Bolton chaired the event and shared his very personal account of being a carer for his four year old son, Isaac who needs 24 hour care. Delegates largely enjoyed this “passionate, personal and individual presentation” which they felt was “Very engaging” and described as “a pleasure to listen to…such a good way to start an event about just that – ordinary people struggling with their caring roles”. One person suggested that “Given the audience this session was preaching to the converted”. A total of 82% of the evaluators said they thought Rick’s presentation was ‘Really Useful’ or ‘Useful’ – almost half, 48% selecting ‘Really useful” as their response.

Dr Moira Fraser’s presentation entitled ‘From Policy Making to Primary Care Practice: Making it Happen at the Sharp End’ was also well received, described as “very interesting and well delivered” by one delegate. 96% found Moira’s
presentation either ‘Useful’ or ‘Really Useful” and no one thought it was of no use to them.

Responses to Dr Michael Taylor’s talk on ‘Cosying Up: How CCGs Can Partner Carers’ were more mixed although still 90% reported it to be ‘Useful or ‘Really Useful’. It seems this was a more controversial presentation – one said “This was useful although I found myself disagreeing with some of what was said” whilst another commented that “I did feel there was some ‘blaming’ in the delivery, which made me feel there was a bit of avoiding”.

It was remarked that “Dr Taylor is a unique GP, driven and passionate” and an “Excellent speaker” and was suggested that he provided “Useful tips...such as how we can encourage GPs to record carers”.
Respondents appeared impressed with Dr Nazia Mohammed from RGCP’s talk on their ‘Supporting Carers in General Practice Programme’ which gave an overview of the College’s work to improve carer identification and support in general practice. Again 90% found this presentation ‘Useful’ or ‘Really Useful’. 10% found it only ‘Fairly useful’ – this may be attributed to the fact that some were already familiar with the programme:

“I am familiar with the programme but I can see the benefit for others.”
“I had spoken previously with our RCGP Carers Champion”
The afternoon plenary presentations proved equally as popular with delegates. Alastair Buxton began the afternoon session with his talk on the ‘Community Pharmacy – How it Can Help Support Carers’. This was very well received with 62% of respondents expressing that this was ‘Really useful’ to them and a further 34% who felt it was ‘Useful’.

Delegates said they “found this extremely informative”. “Alistair spoke really well and was good to see the technology involved and to learn more.” Many seemed enthused by the project, “This looks like a very exciting pilot that we would like to implement in our area”.

Wendy Nicolson from the Department of Health gave her presentation entitled ‘Supporting the Health and Wellbeing of Carers” where she outlined the importance of community nurses in identifying carers and supporting their health and wellbeing. One reported that they had heard Wendy speak on a similar subject at a QNI event. Delegates commented that it was a “Great reminder to keep DNs [district nurses] in the loop” and explained “We are hoping to do some work with practice nurses – an untapped resource! – so this speaker was interesting for me.”
Jen Kenwood presented ‘NHS England’s Commitment to Carers – Can it Make a Difference?’ explaining how NHS England will continue to develop the commitments to ultimately improve the quality of life of carers. This was another popular presentation with 85% of evaluators describing it as either ‘Useful’ or ‘Really Useful’.

The Workshops

Evaluators were asked to highlight which workshop they attended in the morning and which in the afternoon and rate each of these as ‘Really useful’, ‘Useful’, ‘Fairly useful’ or ‘Not at all useful’. The workshops were well received. No workshops were
thought to be ‘Not at all useful’ and almost half (46%) were rated the workshops they attended as ‘Really useful’.

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<th>WORKSHOP EFFICACY</th>
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<td>Really useful</td>
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<td>Useful</td>
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<td>Fairly useful</td>
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Michelle Pilling facilitated a workshop on ‘How to network effectively across the health economy to maximise support for carers.’ Delegates commented that the workshop was “well presented” and were provided with “great ideas which I will take back. I am particularly interested in the accreditation of GP surgeries”.

It was however expressed that there was not enough time for further discussion and that “There were very different levels of expertise in the room and there was a lot on the structure of the health sector – good for those new to this – but I felt more discussion on how to access/maximise support was needed.

38% (3 respondents) found this workshop ‘Fairly useful’, the same number that described it as ‘Useful’ whilst 25% (2 respondents) thought it to be ‘Really useful’.

Louise Shaw and Hazel Wright delivered a workshop together on ‘GP Audits and GP Investors in Carers Standard Accreditation’. 80% of those that attended described this workshop as ‘Really useful’ the remainder rating it as ‘Useful’. There were no further comments on this workshop.
Julia Ellis’ workshop on ‘Developing and maintaining a Carers Links Network in Salford’ received even better feedback with 100% (4 respondents) of delegates who responded to the evaluation survey who attended the workshop describing it as ‘Really useful’.

Unfortunately Clare Edwards was ill and unable to deliver the planned workshop however Rick Bolton, Dr Nazia Mohammed and Daniel Phelps (Carers Trust) facilitated an impromptu workshop on supporting young carers through primary care.

The improvised nature of the session was commented on: “Appreciate this was set up at very short notice”
There was some useful discussion which was good, especially given the impromptu nature!
And it was remarked that “The session was fairly useful but it was fairly open and therefore lacked structure”.

83% of respondents (5) found the workshop ‘Useful’ or ‘Fairly useful’ with none suggesting it was ‘Not at all useful’.

The afternoon sessions included a workshop run by Geoff Coleman, ‘The Carers Health Team: a methodology to prevent carers falling between the gaps in our system’. The majority found this workshop ‘Fairly useful’ (71%, 5 respondents).
Anne Cole from CPPE delivered a workshop on ‘Carer awareness training for pharmacies’ which 100% of respondents described as ‘Really useful’. It was thought to be “well-structured and informative. There was some time for group discussion and helpful information about the training pilot…”

A workshop on ‘Supporting Carers Through Integrated Care’ was delivered by Helen Brown. 63% of respondents (5) who attended this workshop found it ‘Useful’. Some thought that “…the key messages could have been clearer.” Whilst “The workshop went well again did not get the chance to say or discuss in details”.

How useful did you find Anne Cole’s workshop?

- Really useful: 100%
- Useful: 25%
- Fairly useful: 13%
- Not at all useful: 0%

How useful did you find Helen Brown’s workshop?

- Really useful: 63%
- Useful: 25%
- Fairly useful: 13%
- Not at all useful: 0%
Jennie Whitford delivered her workshop ‘Supporting Carers through e-Learning for Community Nurses’. Only 2 of those that responded to the survey attended this workshop however both described it as ‘Really useful’. Jennie was described as a “Brilliant facilitator and she knew her subject inside out. The workshop was very interesting and extremely useful – our team are hoping to meeting up with Jennie and look to utilising this new web tool in our work with practice nurses.”

Finally delegates were asked how likely it would be that they would attend a similar event in future, 97% responded with either ‘Likely’ or ‘Very Likely’. Only 3% (1 respondent) was unsure which highlights the overall success of the event.